ecity

www.mississauga.ca

Purchase Permits Online

User Manual

Revised: November 1, 2005

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Information contained in this manual is subject to change without notification

Contact Information

email : eplanbuild.info@mississauga.ca

Description of Service

The City of Mississauga is committed to be known as the city most connected to its residents and clients and our new **eCity Web Portal** is the mechanism chosen to achieve this goal.

City Manager's vision statement... " People should not have to visit City Hall to conduct business. "

The Purchase Permits Online feature is just another example of the City of Mississauga's leading edge effort to provide our clients and residents with the best service at a reasonable cost. There (5) steps to complete your permit process online :

- Select a type of permit
- Complete an online application form
- Schedule an inspection
- Pay for permit via Mississauga eStore using your Credit Card (Visa, MasterCard, or AMEX)
- Print the completed application form and permit notice

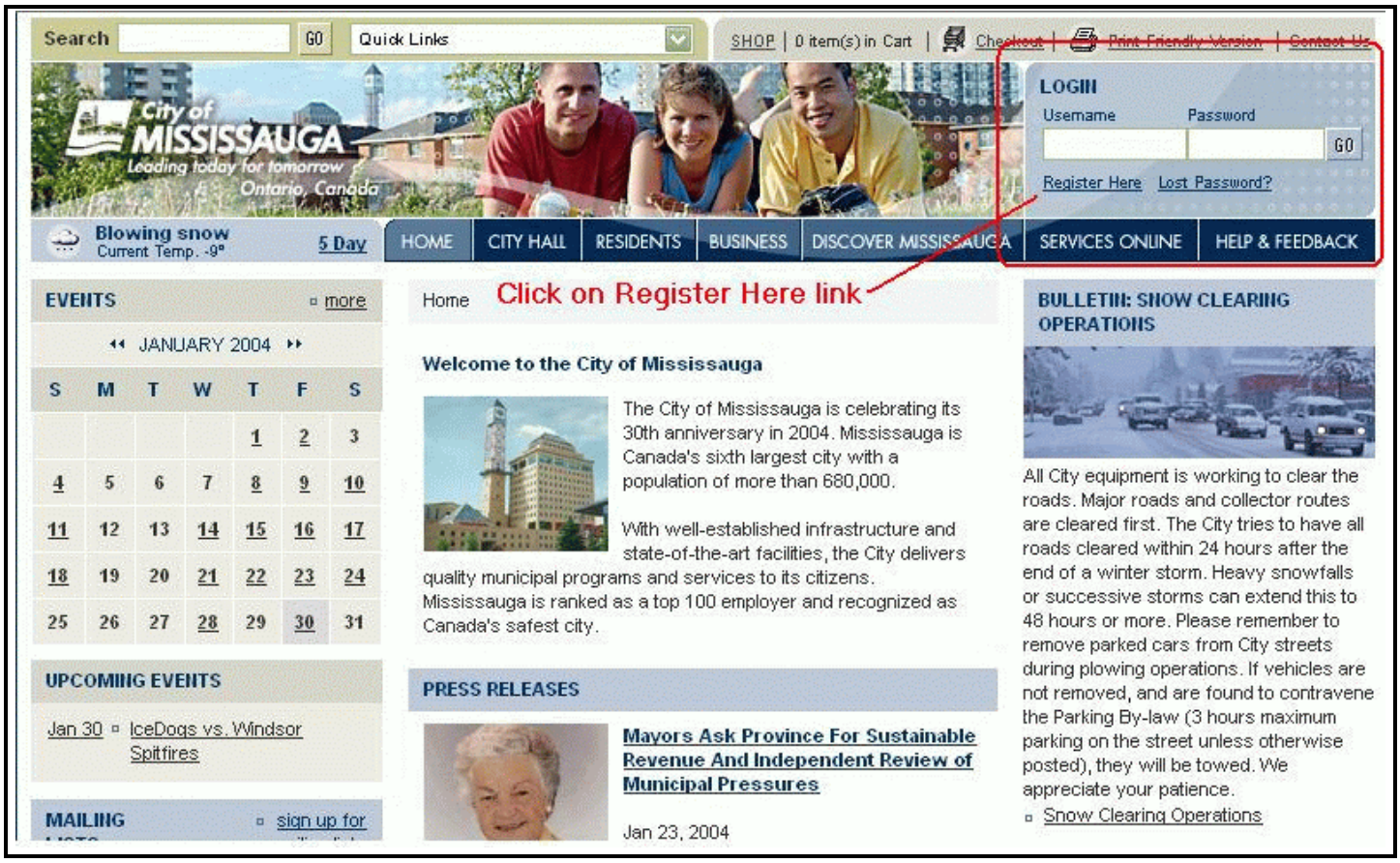
This is a complete end-to-end service without you having to leave the comfort of your home or office.

How do I Register to use this Service

You must registering and create a portal account to utilize our **Purchase Permits Online** service. To create an eCity Web Portal account, simply follow the steps below.

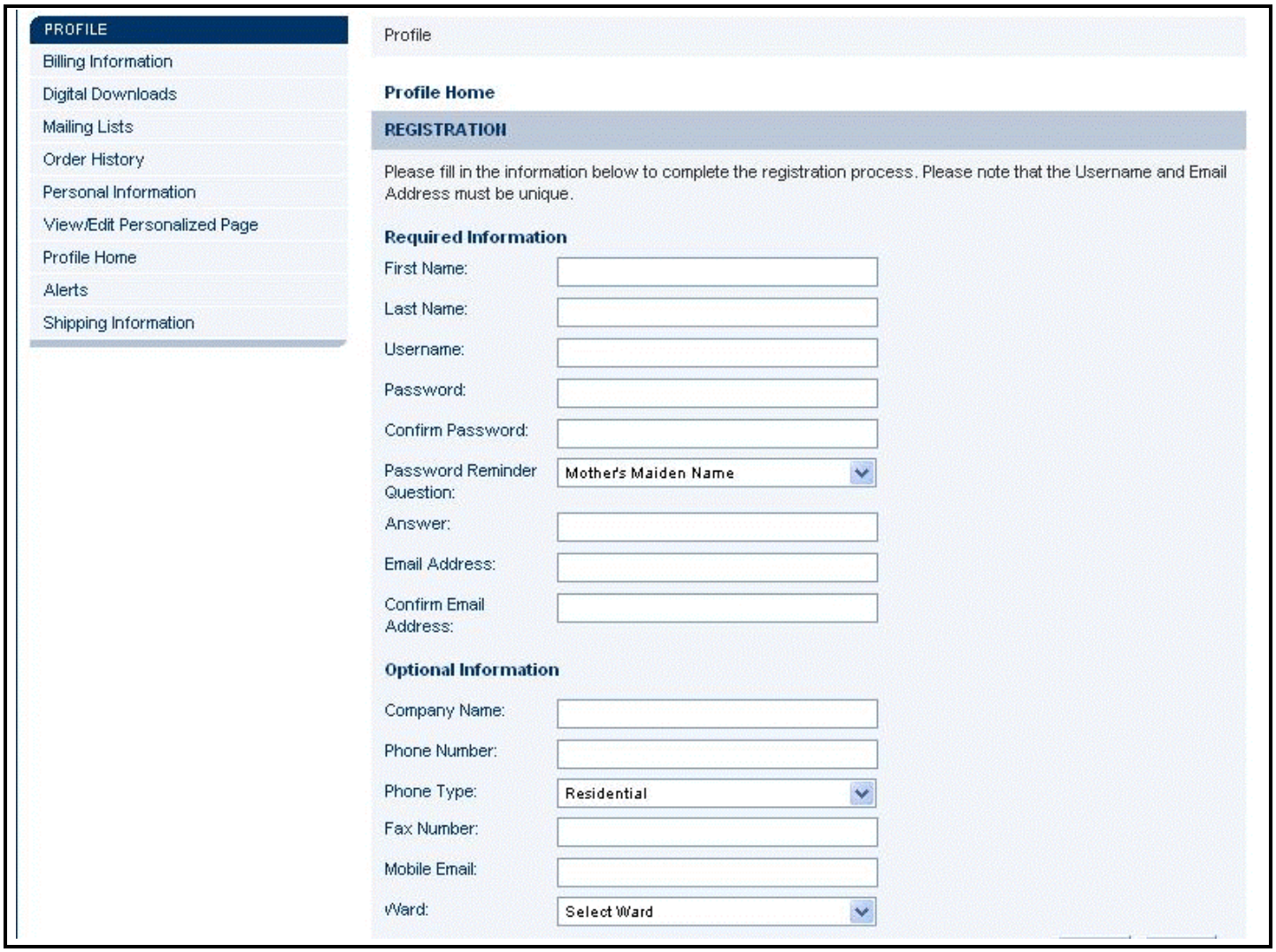
Step 1 - **How do I Create a Portal Account**

Create an eCity portal account by visiting www.mississauga.ca and click on the Register Here link



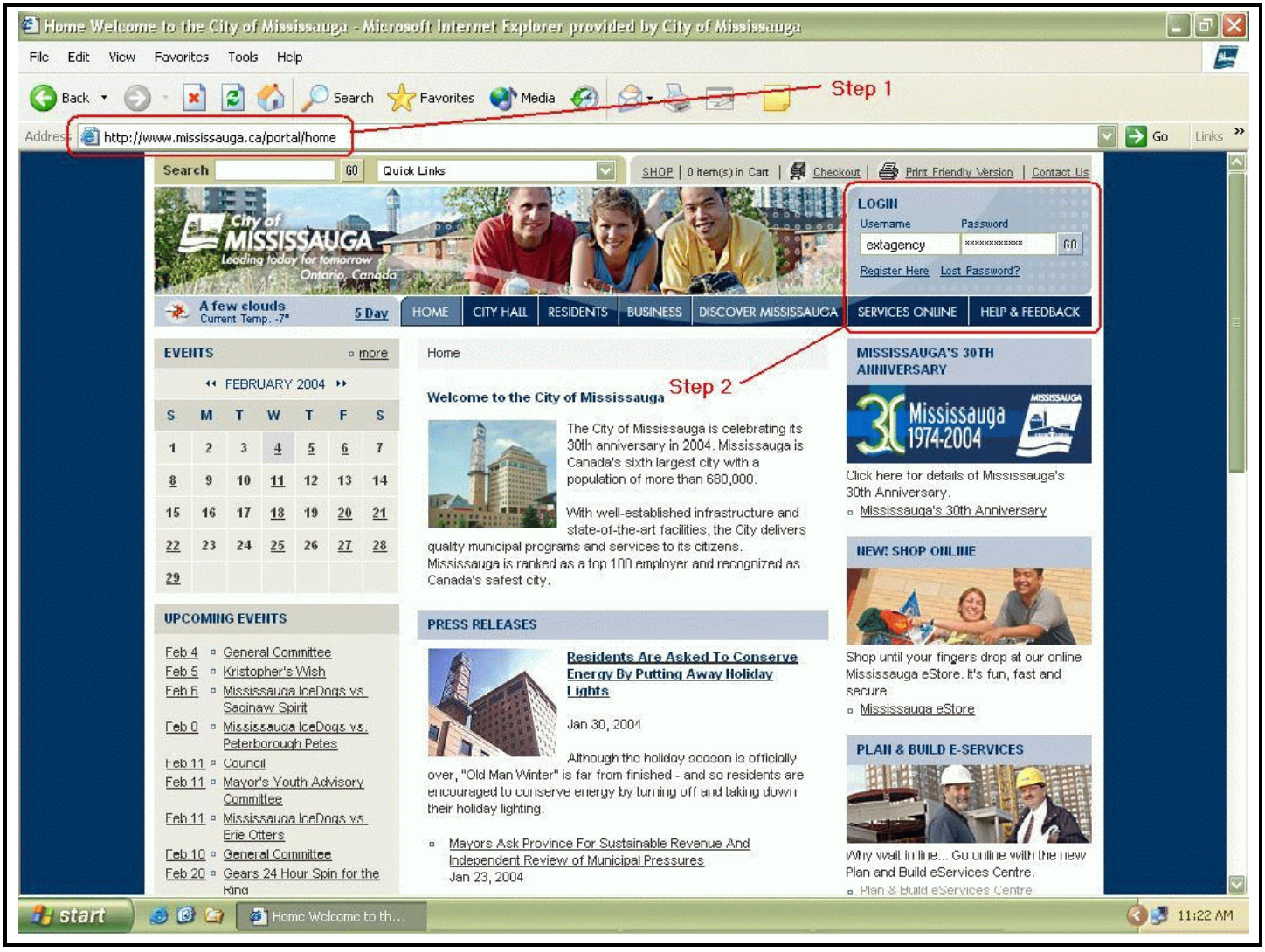
Step 2 - **Complete Registration Process**
Complete the Registration Information screen and submit. You will receive a confirmation email of successful registration.

Tip: create a username that is easy to remember and one that reflects your agency.
Tip: email is unique and you can only create one account with one email address.



Login and Access Plan and Build eServices Centre

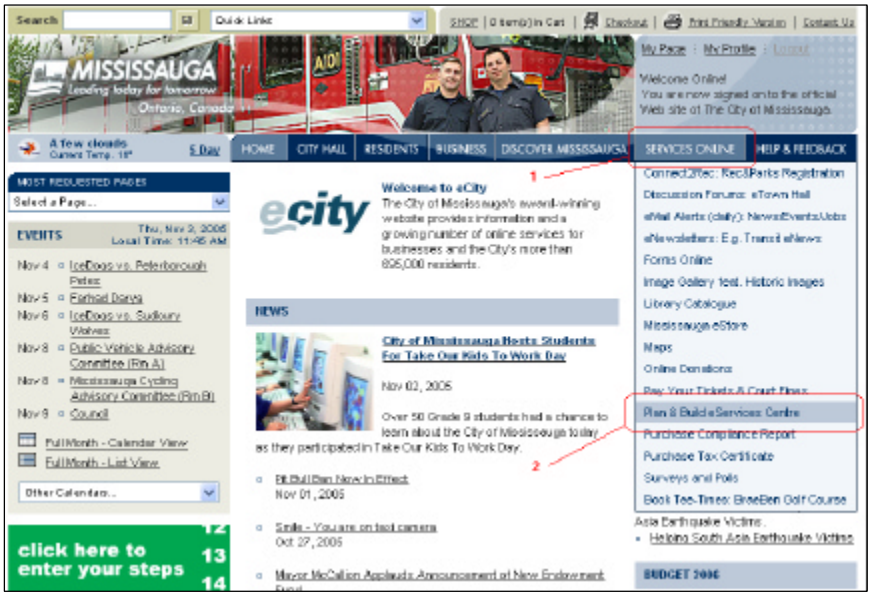
Once you have your Username and Password, you may access this service by visiting www.mississauga.ca and log in using your username and password.

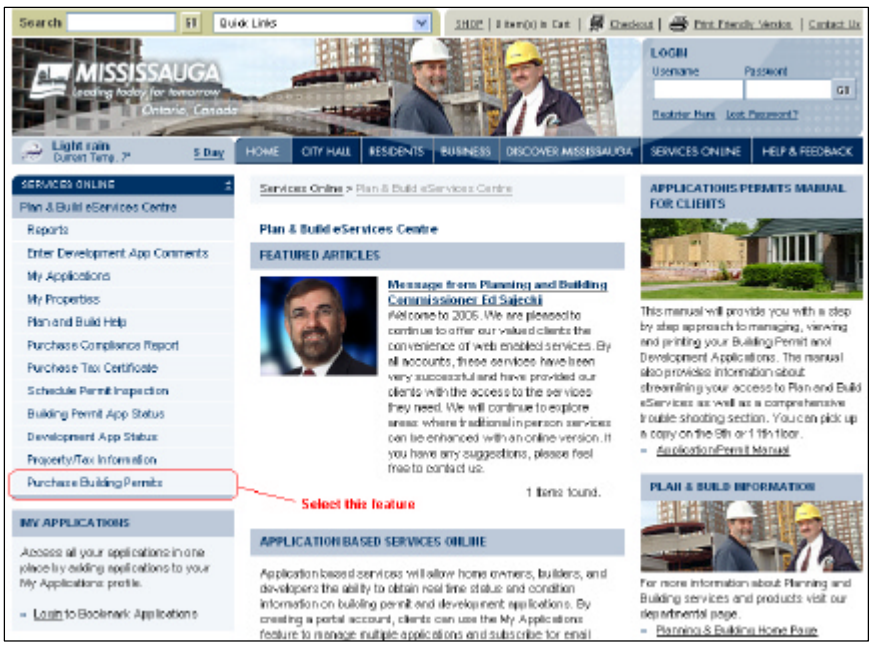


Login and Access Purchase Permits Online

After you have successfully logged into the eCity portal you need to navigate to the **Purchase Permits Online.** This new feature is available in our **Plan and Build eServices Centre.** We do have a friendly URL that you can access directly and create a desktop icon, if you wish.

www.mississauga.ca/portal/services/purchasebuildingpermits





How to Purchase Permits Online

Your first task was to create an account; with that task completed you should be successfully logged into the City of Mississauga portal and have been able to navigate to the Purchase Building Permits page.

Access the Building Permit Form

This page has the following information to help you through the process:

FEATURED ARTICLES
This portlet contains information about the different types of permits that are available online. The articles also include important information regarding the scope of these permits and any limitations.

FORM LINKS
This is where you will click to access the Building Permit Application form.

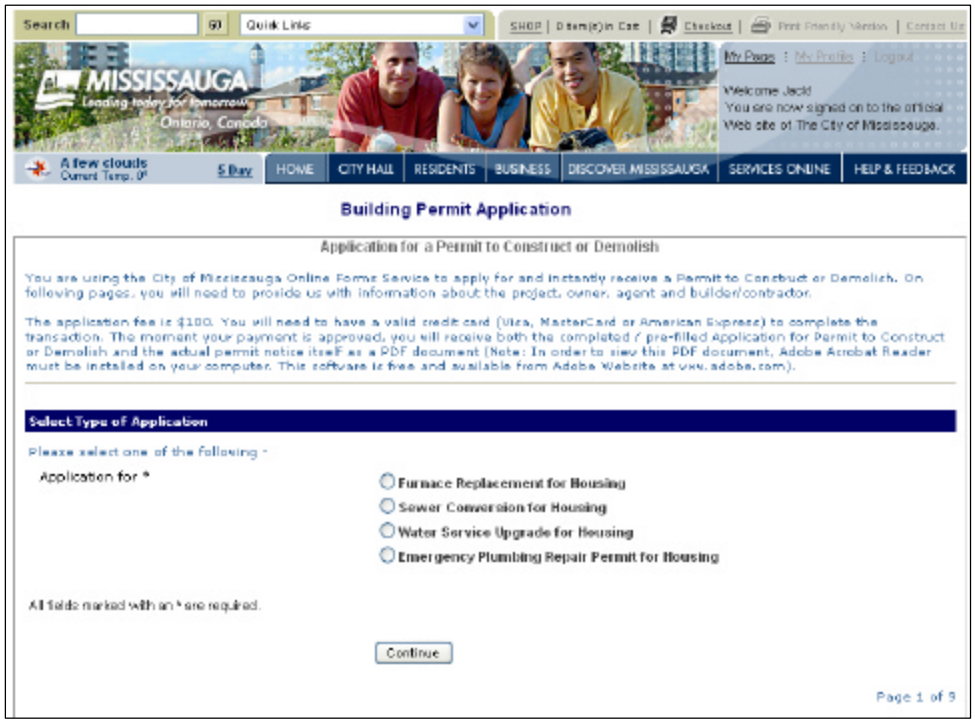
USER MANUAL
This is your first stop – download this manual and like any thing, read the instructions first.

NEED HELP
If you have problems or questions, we provide telephone support during normal business hours.

FREQUENTLY ASKED
Before calling, try looking for the answer to your question in our FAQ section.

OPEN ORDERS
This is your Order History data. Once you are logged in, you will see any previous orders or current orders – these are the permits you have purchased.

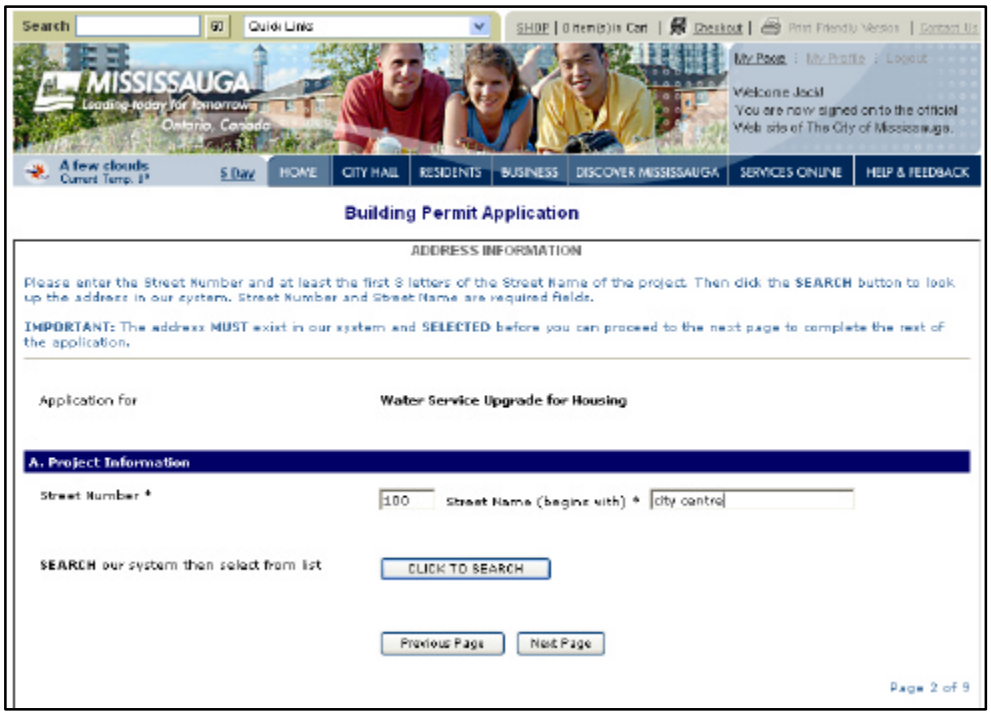
Select the Type of Permit you wish to purchase (Page 1)



Click in the circle of the permit type you wish to purchase.

Press the Continue button

Select the Property Address and Other Details (Page 2)

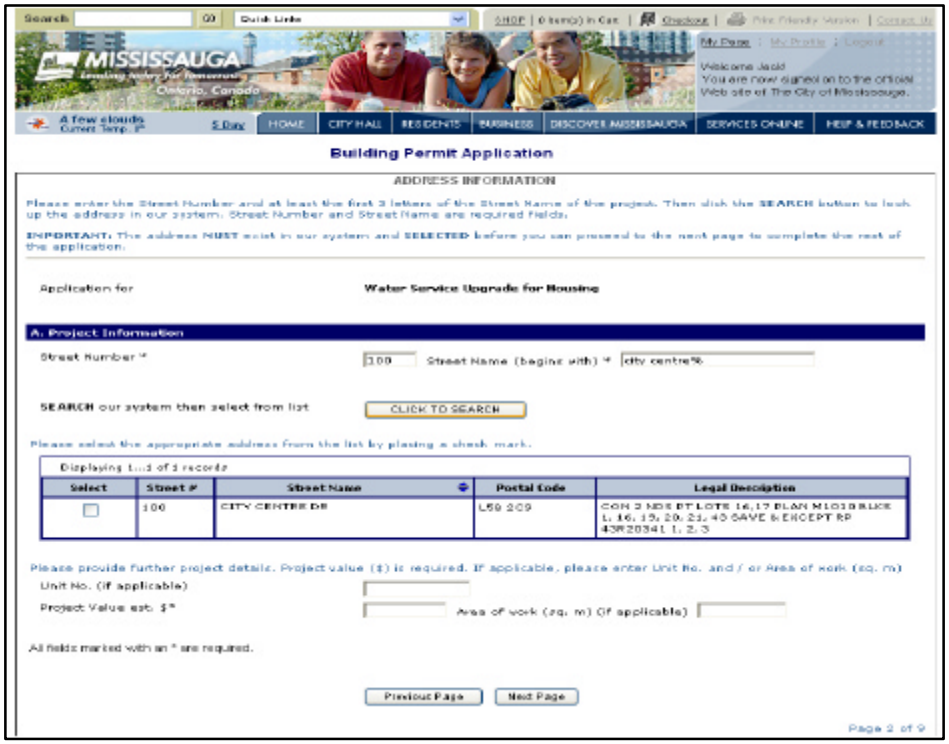


Enter the Street Number and Street Name

Press the CLICK TO SEARCH button to search our property database.

You MUST select an address of our database.

Select the correct Building Address from the Address look up page



Once you find the address, click in the box to select that address.

Enter Unit No (if applicable)

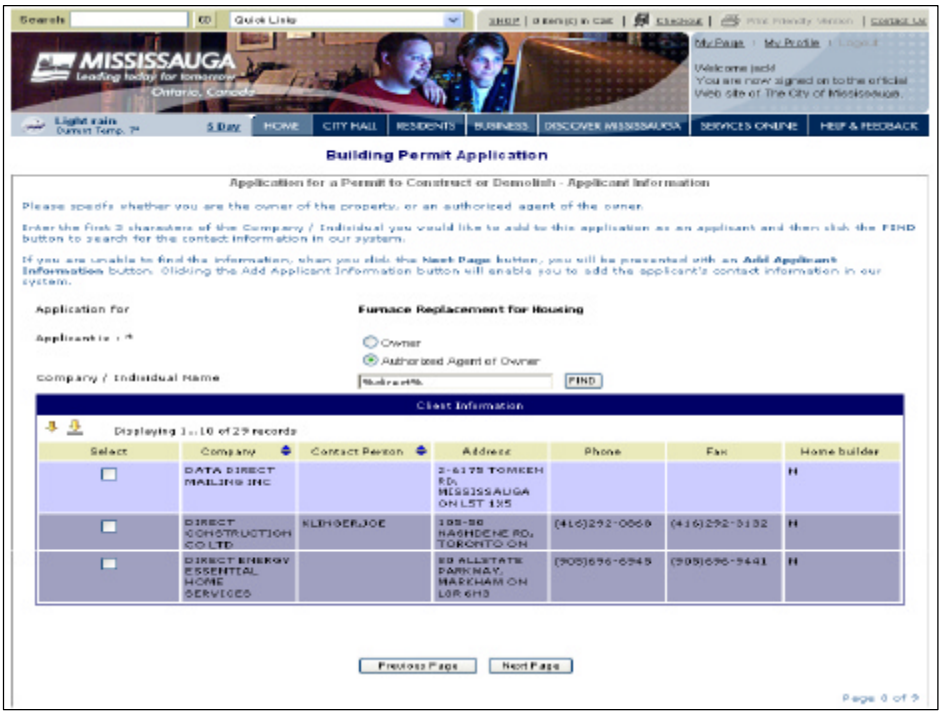
Enter Project Value (note, this is a required field and must be entered

Enter Area of Work (if applicable)

Press the Next Page button.

Tip – try to enter the complete street to make the resulting list as short as possible.

Identifying the APPLICANT/BUILDER/CONTRACTOR/OWNER (Page 3)



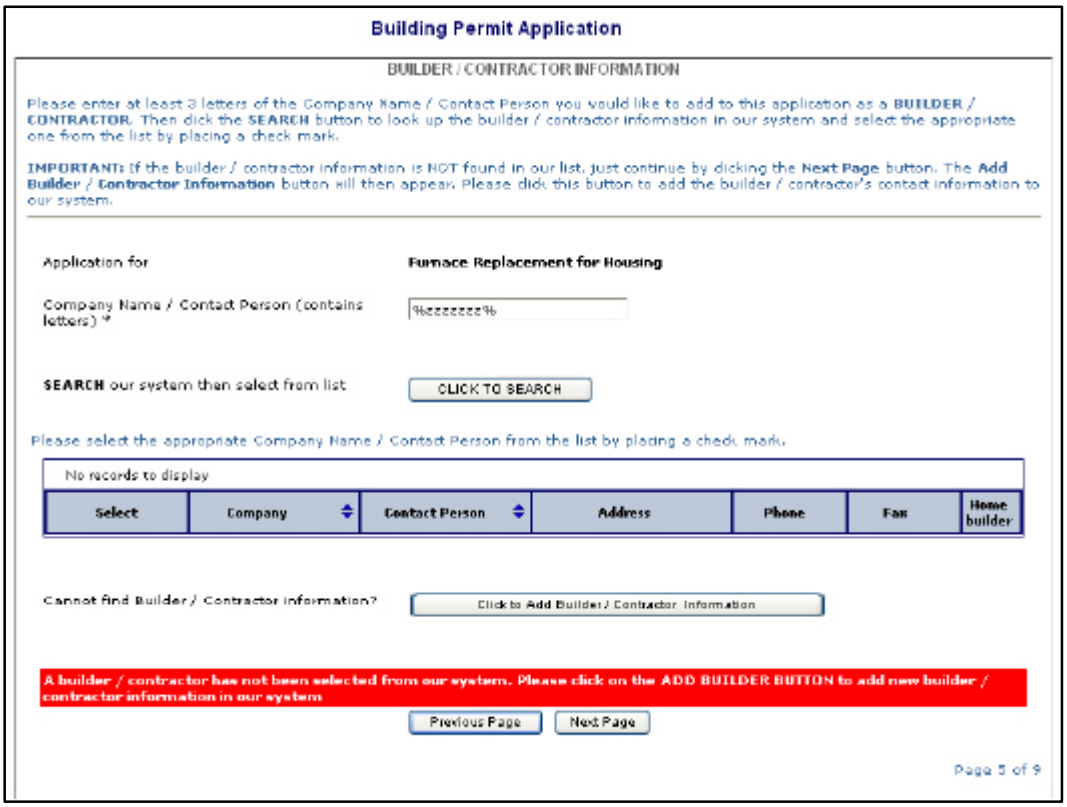
Select the radio button to indicate that the APPLICANT is the Owner or Authorized Agent of the Owner. You MUST select one of the two options.

Enter the Last Name or Company Name of the Owner or Authorized Agent.

Press the Find button.

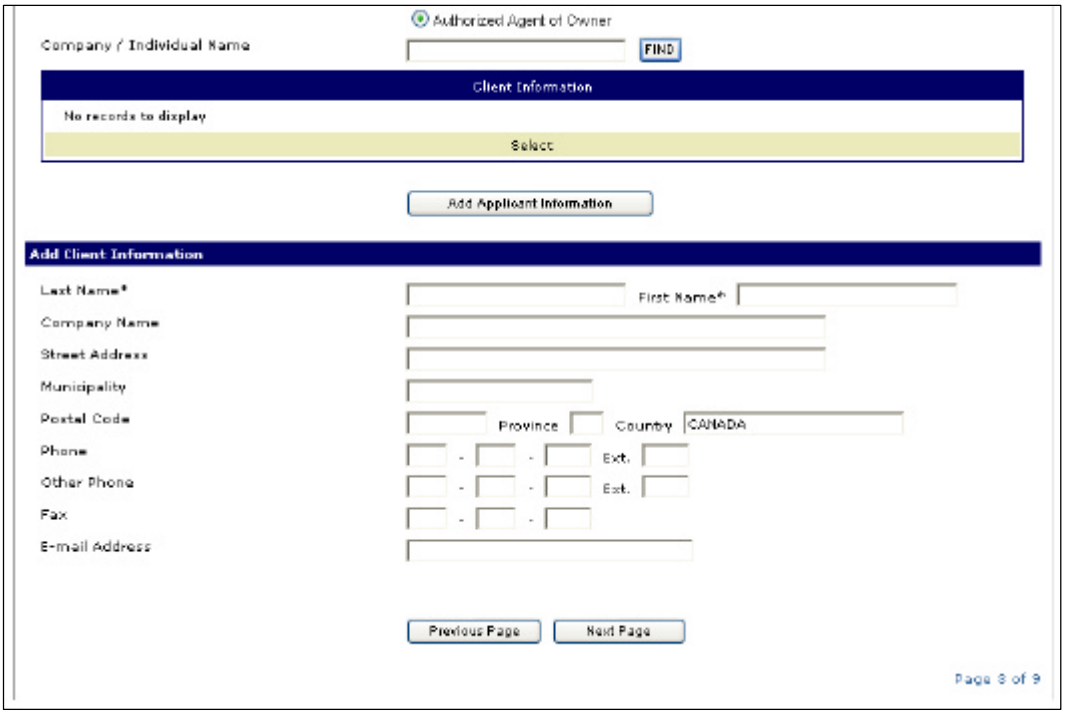
If you find an existing record that matches, then click in the check.

If your query returns no records, press the Next Page button. This will refresh the screen and provide you with a button to ADD a Client record.



Simply press the

Add new Applicant/Owner/Contractor



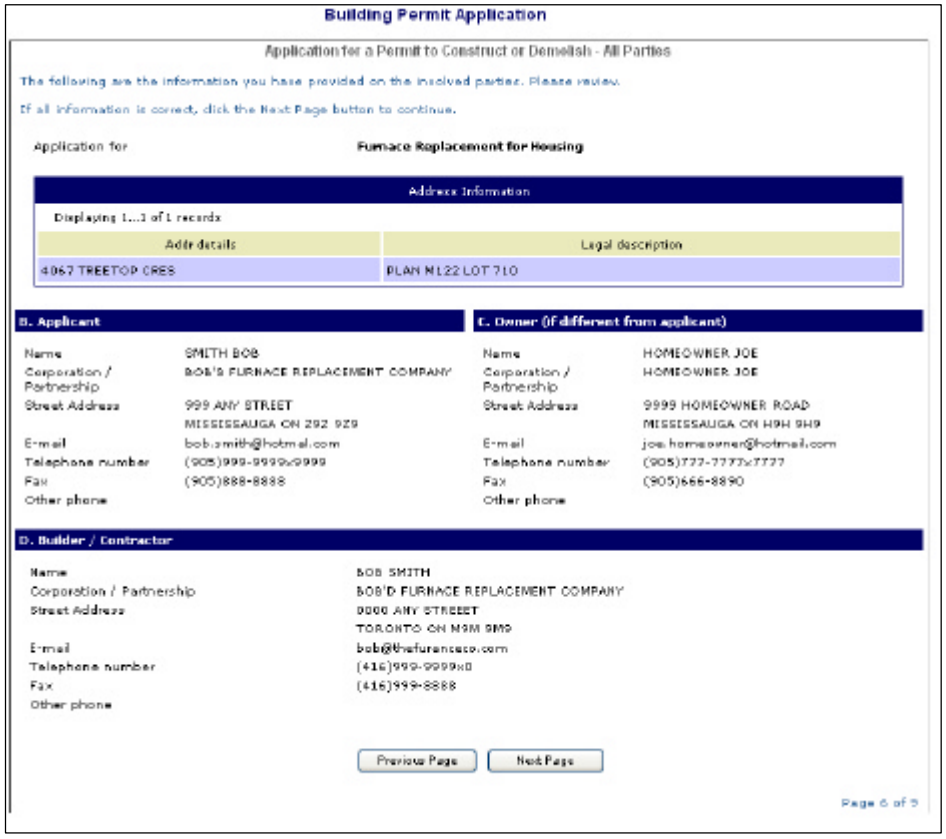
Complete the form.

Although First Name and Last name is all that is required, you will need to completely fill out the form if you wish that information to be displayed in the applications and in the Permit Notice.

Once completed, press the Next Page button.

Tip : this process is the same for Builder/Contractor and Owner

Confirm All Parties

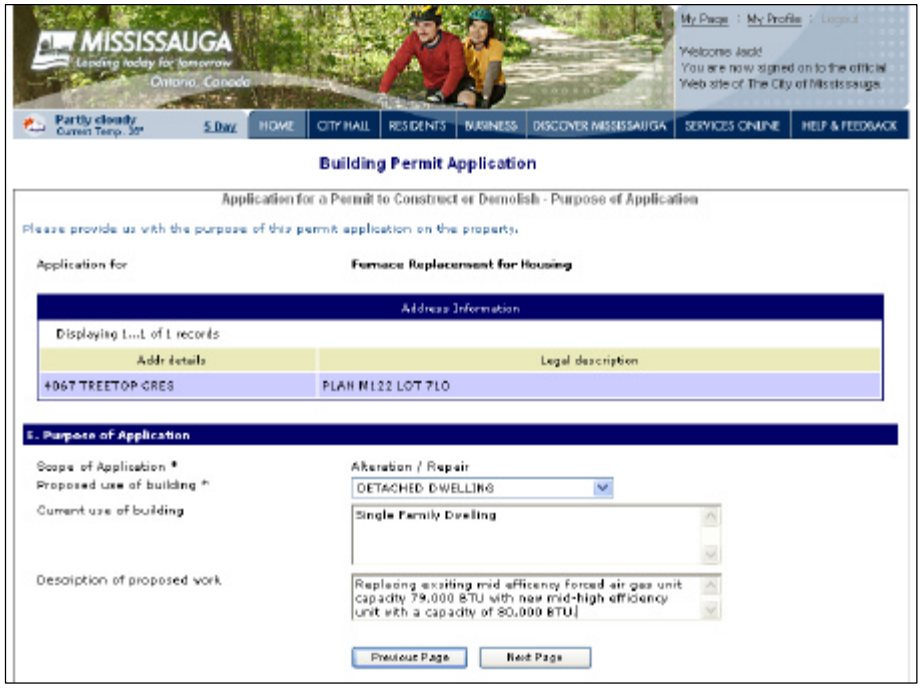


This page will display all the parties that you have selected or create.

You can use the Previous Page to go back and make any changes.

If everything appears fine, press the Next Page button.

Enter Application Details



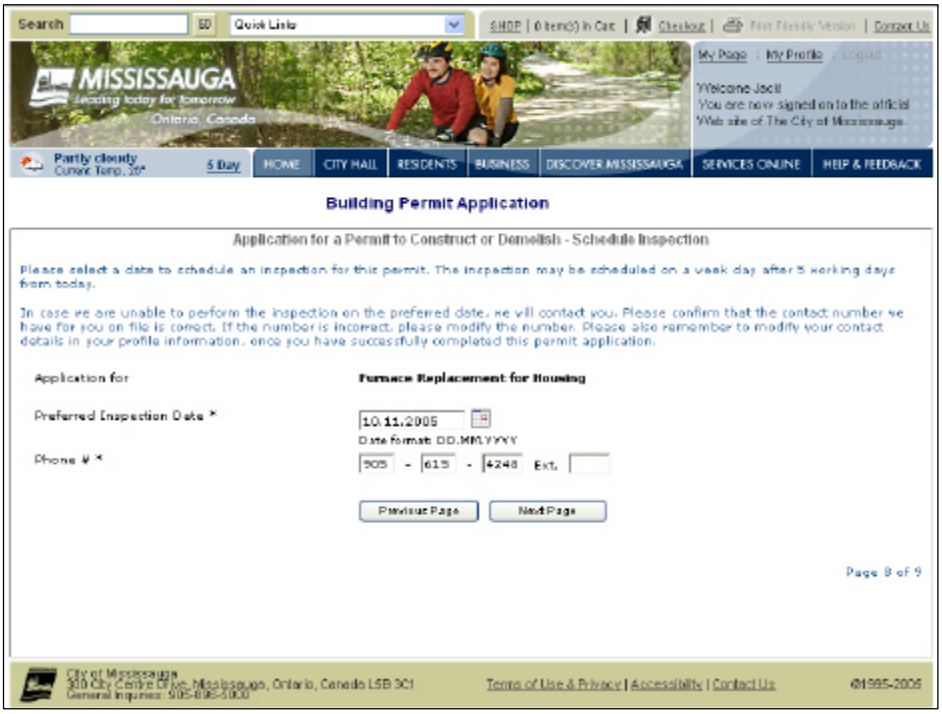
Select the Type of Building from the Purposed use of Building drop down list.

Enter information about the Current use of the Building.

Enter information about the work in the Description of Proposed Work box.

Press the Next Page button.

Schedule an Inspection Date



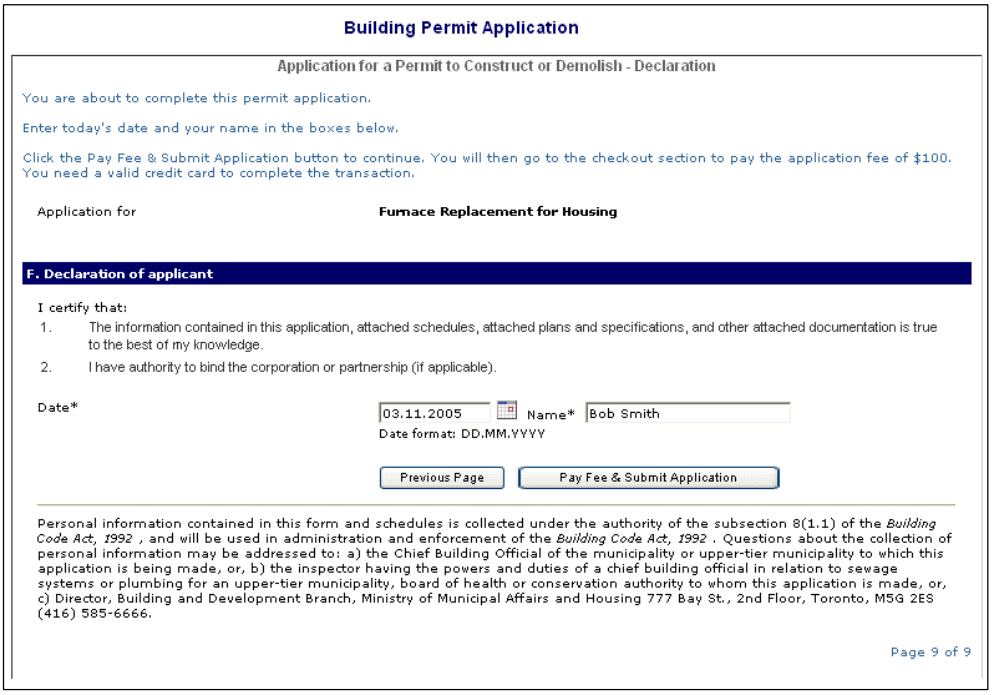
Select a date for Inspection. You can use the Calendar button the select a future date.

You phone number from you client profile is displayed and confirmation as this will be the number we will call if there is a problem with your inspection request.

Inspections can only be scheduled for future dates. You cannot select a weekend or statutory holiday.

Press the next Page button.

Declaration Page

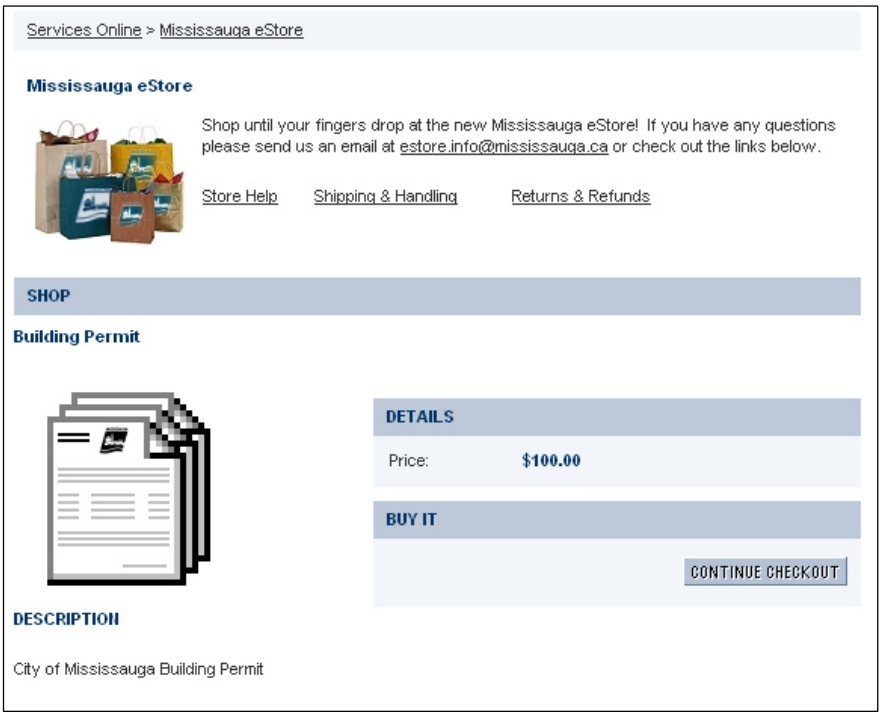


You must enter the current date in the Date field and you must type your name in the Name field.

Press the Pay Fee and Submit Application button.

You will not be take to our Mississauga eStore to complete the transaction.

Pay for Your Building Permit

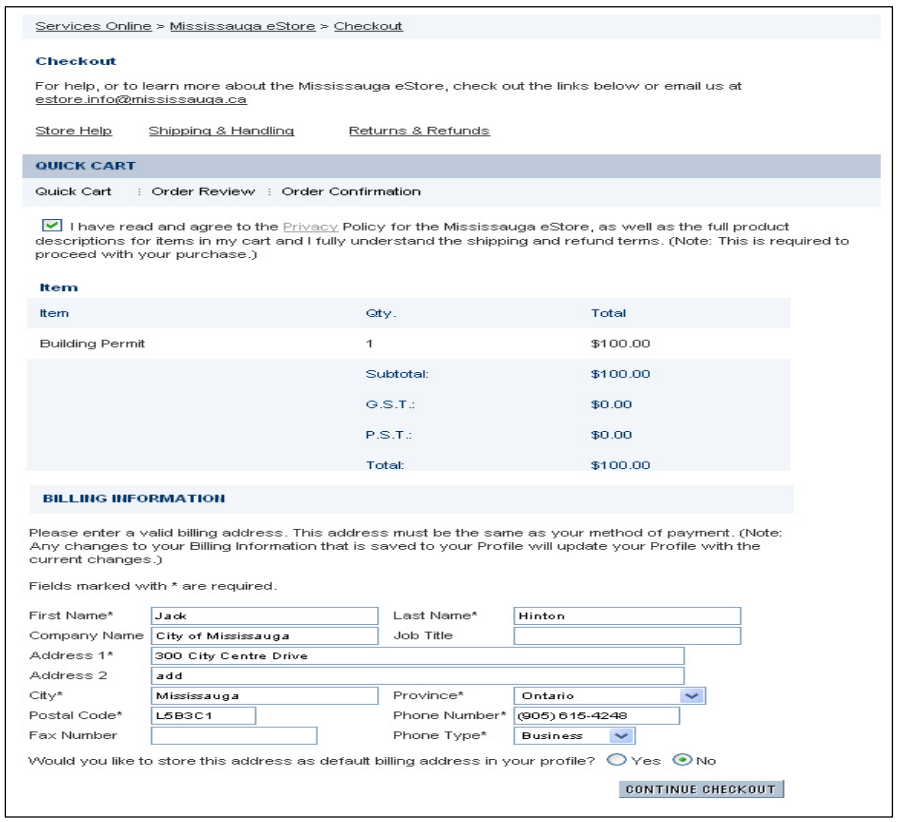


This is our Product Description page when you will a description of the product you are about to purchase and the associated fee.

Press CONTINUE CHECKOUT

A Security Alert will be displayed to acknowledge that your are being transferred to a secure site to complete a financial transaction.

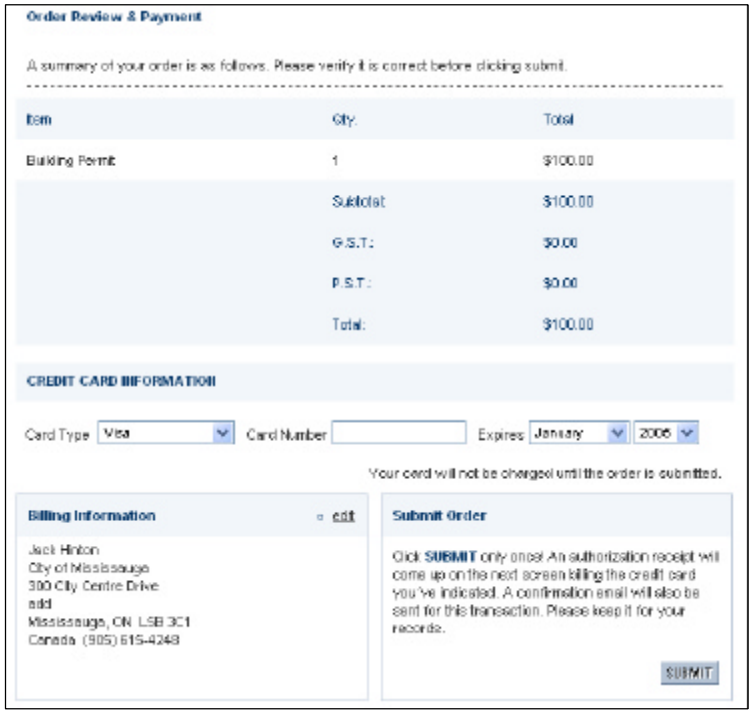
Quick Cart Checkout Page



Make sure you check the acknowledgement check box and complete the Billing Information section.

Tip: If you have completed Billing Information for the first, click the YES check box to save this data to your profile.

Order Review and Payment



At this point you need to select a credit card type and enter your 16 digit card number and expiry date.

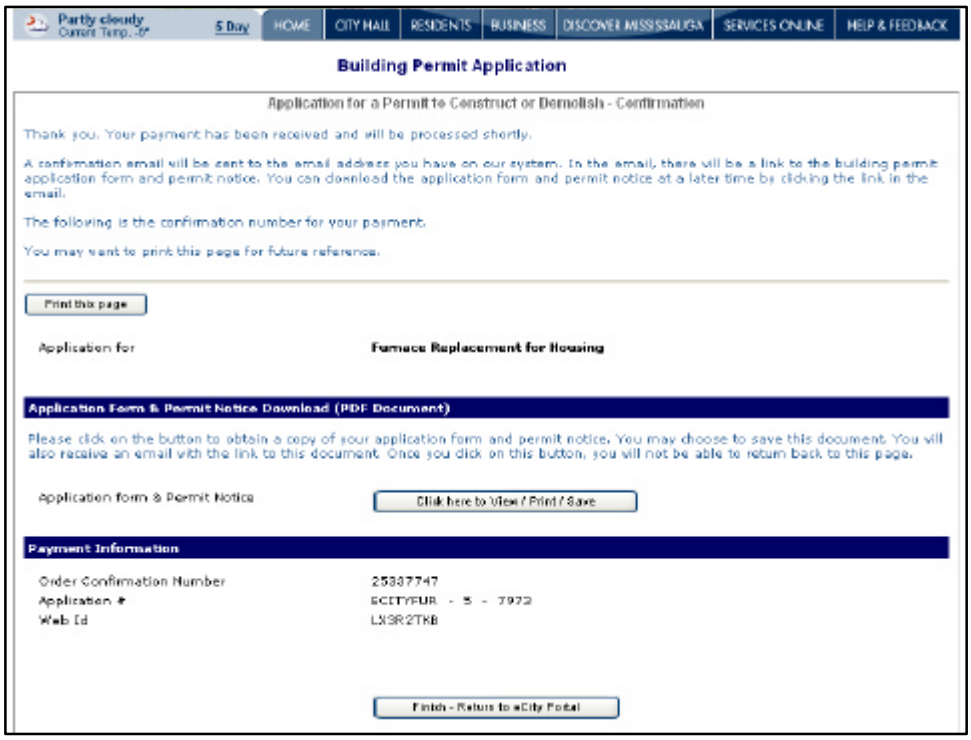
Press the SUBMIT button to start the transaction.

Tip:

When entering you card number, do not include any spaces or dashes.

Only press the SUBMIT button once, do not double click.

Product Delivery



Once your credit card has been authorized and payment received, this page will display.

PopUp Blocker Disabled
If you have a pop up blocker disabled, you application form and permit notice will display is a pop up. You will be able to print directly from this window or save the PDF document to your computer.

PopUp Blocker Enabled
If your PopUp Blocker is enabled the application will return you to this page where you can :

- Print the page for your records
- View/Print/Save the application form and permit notice
- Return to our eCity Portal

My Applications

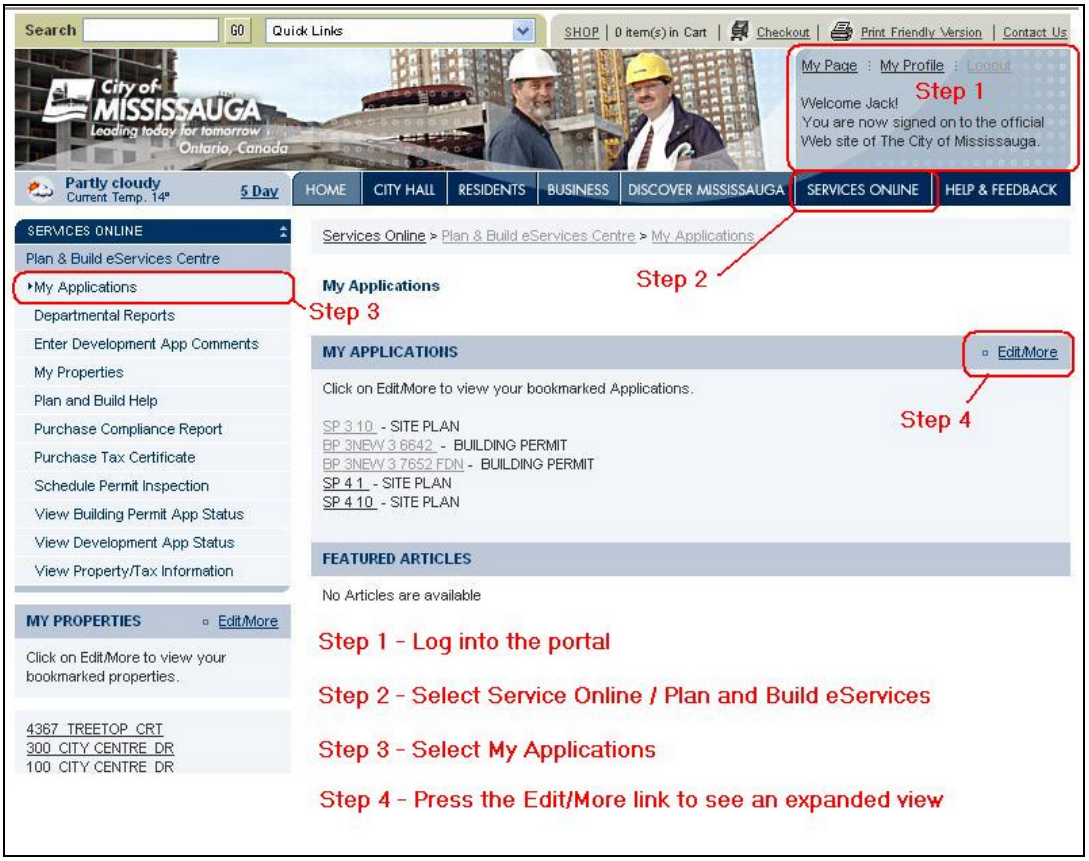
The **My Applications** feature is your best way to manage multiple applications and track there progress. In the case on online permits there is no plan review but you can still use **My Applications** to track your inspection results.

Once you have logged into the portal, navigate to the **View Building Permit App Status** View page as described above. Look up you application number and webid, press the submit button. Once you do this, the combination of the Application Number and WEBID is automatically saved to your **My Applications** area. You do not need to subscribe to this service separately; it comes packaged with your portal account. Your WEBID is displayed at the top of your Building Permit Notice.

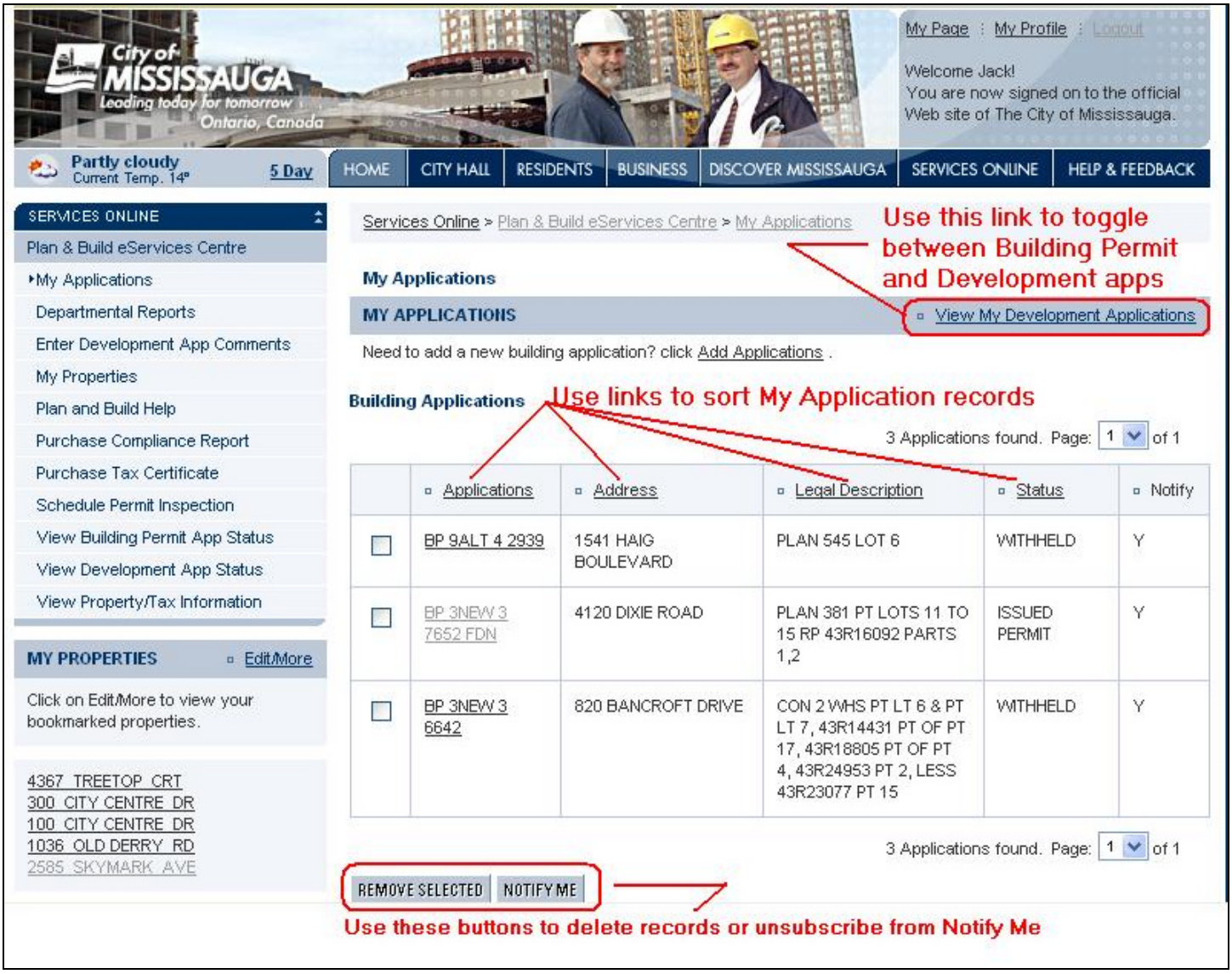
If your application happens to have been submitted in a Group (ie. there are other applications grouped together at the time of submission to the Building Division) looking up any one of the applications in the group will result in all applications and WEBIDs being saved to **My Applications**.

Once the system has added your application number and WEBID to **My Applications**, it will also automatically subscribe your to **Notify Me**. This feature will send you and email each time there is a change to an Activity that is associated with your application. For example, once your application has finished review in the Zoning Section, the examiner will update the Activity status. This will initiate an email process that will send you an email informing you of the status change and provide you a link in the email to view the conditions.

Once you have added a number of records you can make My Applications your first stop when visiting Plan and Build eServices Centre. To access the My Applications page, log in to the portal, navigate to Plan and Build, select My Applications from the left hand navigation menu or click on the Edit/More link in the My Applications narrow portlet box.



Expanded Screen



Having Problems?

Browser Issues

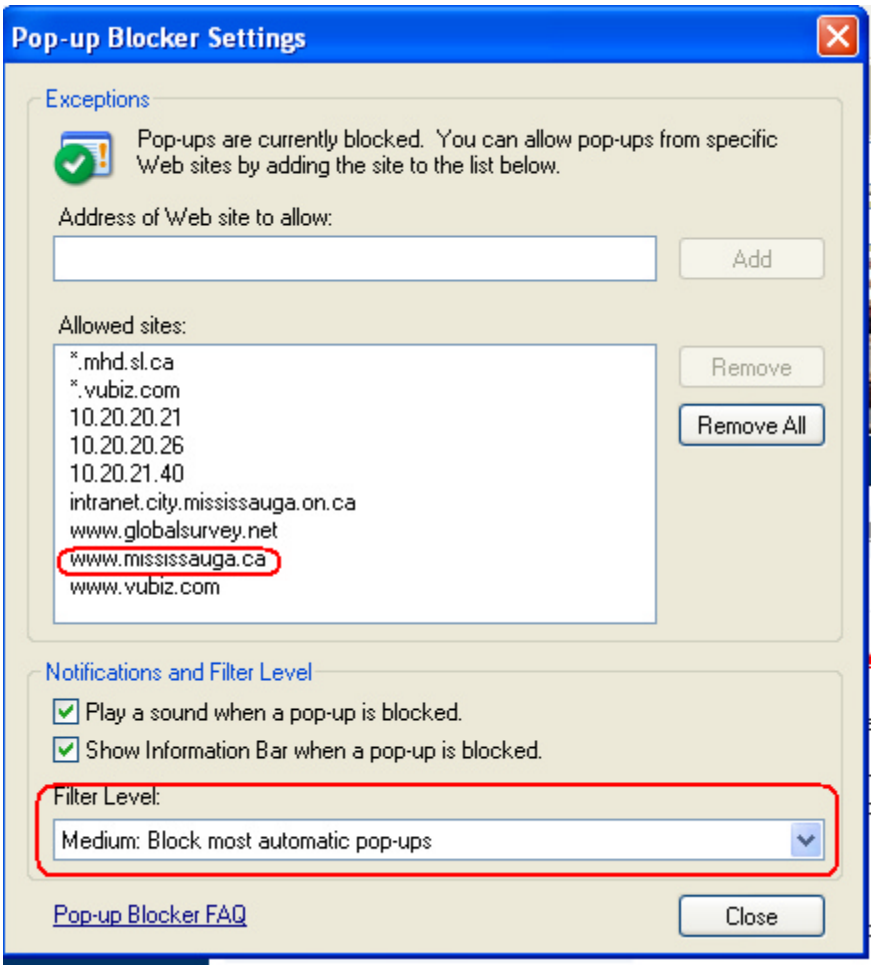
The City of Mississauga eCity Portal has been designed to work best latest version of MS Explorer and Netscape. Early versions of either browser may experience problems in view and accessing some secure pages.

The portal has also been designed to be best viewable in an 800 by 600 resolution. Using a lower resolution will result in horizontal and vertical scroll bars.

If you cannot print the Application Status Report or access Contact Information, your browser security settings maybe set to HIGH or your settings to allow pop ups maybe disabled. Different browsers and different versions of operating systems have different interfaces to adjust security settings. Security settings may also be locked down if your company has a PC locked down policy (in this case you will need to get your IT Representative to adjust the settings for you). The security settings may also be locked down or pre set by your ISP (Internet Service Provider). This is typical if you are using Rogers Yahoo of Bell Sympatico services. You should be able to contact your service provider to help you adjust your security settings.

Service Pack 2 Issues

The MS Windows XP Service Pak 2 may create some problems when trying to access Application Status Reports and displaying staff contact information. Both of these features are considered to be pop ups. Service Pack 2 and IE 6.0 have a PopUp Blocker feature in IE 6.0 under the tools menu. You may need to adjust these settings. You can add www.mississauga.ca to allow pop ups from our site and still keep your pop up blocker activated.



Application Error Message

Once you enter your Application Number and WEBID and you press submit, you may be confronted with '**Invalid application number and external webid'.** This message maybe displayed for a couple of reasons:

- You have entered an incorrect application and webid combination. You may have misinterpreted a character or number when entering the WEBID. It is sometimes difficult to distinguish some numbers and letters. Try some different combinations of these characters, once you have the correct sequence, add the record to **My Applications** (this way, you will never have to re enter the WEBID as it will be stored with your portal account

- Make sure that you are in the correct area. View Building Permit and View Dev Applications are different and applications have different WEBID and application number combinations. So, if you are in View Building Permit App Status and you are entering a Development Application Number and WEBID, this message will display.

Blank Screen

From time to time you may also experience a blank screen. This is a known bug in our application and our vendors are working to resolve this issue. When you experience this, simply refresh your browse by pressing your F5 function key or using the Browse Refresh icon.

Contact Information

If you have any questions or problems will be able to email staff at eplanbuild.info@mississauga.ca. As if Dec 1st, 2005 the City of Mississauga will be receiving all calls through a central number (905.615.3200). Direct dial will be eliminated and therefore dialling some numbers directly will not work. When you see contact numbers in this manual and they do not work, please call the 905.615.3200 number and end the last 4 digits as the extension.